

I recently had an unpleasant experience with attbi/comcast customer support. I requested a transfer of service from one address to another. The customer service rep, without my knowledge, canceled my account at my old address and scheduled installation for a new account at my new address. This had the effect of deleting the email accounts for my wife and myself. This has caused a great hardship in my household.

Email has become one of the most popular forms of communication in my home, rivaling the local phone service. I expect that broadband internet providers to adhere to the same standards as phone service providers in reassigning service. Internet connectivity, for people that have it, should be viewed as a service that cannot or should not be interrupted for more than 12 hours when a transfer is requested.

I submit that attbi/comcast is not adhering to good customer service practices. I have limited other choice in broadband internet in my area. I believe that attbi/comcast should train their customer service representatives more fully before letting them interface with the paying public.